



## Human-Computer Trust Scale (HCTS)

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This scale of 16 items takes into account 5 dimensions: risk perception, competency, reciprocity, benevolence, general trust; All of the items were positively worded except for the risk perception scale, which was adapted as a negatively worded statement and reversed before analyzing the data.

The Humane-Computer Trust Scale (HCTS) was developed in the aim of researchers can use this in their research, therefore, to make it easy and less time consuming, we present the scale using placeholders [we refer to the brackets with dashes as presented above (—) as a placeholder]. This placeholder needs to be filled in by the user of the scale.

In items 1, 2, 3, 4, 5, 9, 10, 11, 12, 13, 14 & 16, the placeholder needs to be replaced with the artefact with which the user of the scale intends to measure trust. For example, if the artefact is Amazon "Alexa", then the placeholder can simply be replaced by "Alexa".

In items 6, 7, 8 & 15, the initial placeholder needs to be replaced by the artefact (just like the previous items). However, the second placeholder needs to be replaced with the functionality of the artefact or what the artefact is capable of doing. Again, if we use Alexa as an example, then for item 7, the first placeholder would be replaced by "Alexa" and the second placeholder can be replaced with any functionality of Alexa which the user of the scale wants to use to gauge trust perception. As an example, for item 7, second placeholder could be replaced by "providing personal assistance". So, the final sentence for item 7 using Alexa as an example would look like "I think that Alexa is competent and effective in providing personal assistance".

To iterate, it doesn't have to be "providing personal assistance". What goes in the placeholder depends on the context, study objectives and the motives of the researcher. Essentially, the placeholders are there for putting the name of the artefact and their context of use.

**Reference:** Gulati, S., Sousa, S., & Lamas, D. (2019). Design, development and evaluation of a human-computer trust scale. *Behaviour & Information Technology*, 38(10), 1004-1015.  
[https://d1wqtxts1xzle7.cloudfront.net/99473801/0144929X.2019.165677920230306-1-1u1dcgw-libre.pdf?1678089235=&response-content-disposition=inline%3B+filename%3DDesign\\_development\\_and\\_evaluation\\_of\\_a\\_h.pdf&Expires=1721296744&Signature=Ulu8sP6msKR632y77uib6FeERVRNRj8GnjtbnA8fTV9etrFX7nN1Z582s1RejDbNXwp7kYz6aYdRN1MDD1Zi1I5ABP90AimTBTHKFDeuiywjfHIFm8Xpx5jITcstw2yL5qgAQrygxndODLB0j-WQggbalTVAYk7HbE4c8gaTdmHVWuwePSov7PMxq7kDPlztZvfC-g\\_&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA](https://d1wqtxts1xzle7.cloudfront.net/99473801/0144929X.2019.165677920230306-1-1u1dcgw-libre.pdf?1678089235=&response-content-disposition=inline%3B+filename%3DDesign_development_and_evaluation_of_a_h.pdf&Expires=1721296744&Signature=Ulu8sP6msKR632y77uib6FeERVRNRj8GnjtbnA8fTV9etrFX7nN1Z582s1RejDbNXwp7kYz6aYdRN1MDD1Zi1I5ABP90AimTBTHKFDeuiywjfHIFm8Xpx5jITcstw2yL5qgAQrygxndODLB0j-WQggbalTVAYk7HbE4c8gaTdmHVWuwePSov7PMxq7kDPlztZvfC-g_&Key-Pair-Id=APKAJLOHF5GGSLRBV4ZA)

<b>1. I believe that there could be negative consequences from using (-)</b>								Matrice Likert
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree
<b>2. I feel I must be cautious when using (-)</b>								Matrice Likert
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree
<b>3. It is risky to interact with (-)</b>								Matrice Likert
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree
<b>4. I feel unsafe to interact with (-)</b>								Matrice Likert
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree
<b>5. I feel vulnerable when I interact with (-)</b>								Matrice Likert
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree
<b>6. I believe (-) is competent and effective in (-)</b>								Matrice Likert
Strongly disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly agree

7. I believe that (-) has all the functionalities I would expect from (-) Matrice Likert

Strongly disagree                            Strongly agree

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8. I believe that (-) performs its role as (-) very well Matrice Likert

Strongly disagree                            Strongly agree

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9. When I share something with (-), I expect to get back a knowledgeable and meaningful response Matrice Likert

Strongly disagree                            Strongly agree

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10. When sharing something with (-) I believe that I will get an answer Matrice Likert

Strongly disagree                            Strongly agree

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11. I believe that (-) acts in my best interest Matrice Likert

Strongly disagree                            Strongly agree

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12. I believe that (-) would do its best to help me if I need help Matrice Likert

Strongly disagree                            Strongly agree

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13. I believe that (-) is interested in understanding my needs and preferences Matrice Likert

Strongly disagree                            Strongly agree

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14. When I use (-), I feel I can depend on it completely Matrice Likert

Strongly disagree                            Strongly agree

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15. I can always rely on (-) for (-) Matrice Likert

Strongly disagree                            Strongly agree

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16. I can trust the information presented to me by (-) Matrice Likert

Strongly disagree                            Strongly agree